



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts October 2016

I bought two dozen Chumuth "tortillas" 8/29 and they were EXCELLENT!! Very fresh and melted with every bite. Compliments to the person who made them. I have had them before, but these were different. I was a satisfied customer. Thanks for the kind words. We have several new Chumuth makers at the Café. Glad you liked them!

Does the Café substitute lettuce wraps for burgers or sandwiches? Yes, Café staff will gladly wrap your burger or sandwich in lettuce. You only need ask. And, they are quite a tasty alternative.

Wish they offered brown rice as a choice to the white rice. I see it sometimes, but more often than not, it's "white or bust." Thanks for the input, and we hear this suggestion periodically. We offered wheat noodles recently with the white noodles and had few takers. Chef Ernesto says every time he makes Brown Rice, he sells very little of it – maybe five portions, and the remainder goes into a soup du jour. But he keeps trying. The unfortunate reality seems to be that many people talk healthy, but when the option is available, they choose taste over health.

What about having sandwiches, subs and wraps at the deli presented in a paper or foil wrapping or paper boxes instead of using big Styrofoam containers? Good idea. We'll see what we can do about that. Maybe place the foil wrapped sandwich in a white paper bag to go? Stay tuned for further developments.

Please be diligent in teaching food safety and sanitation to the staff, especially those serving on the line. Thanks for the feedback, and for the specific example you also provided. Food safety and sanitation is discussed daily in our service meeting and with specific individuals as needed. It is an ongoing effort to keep staff educated in proper food safety and hygiene. Thanks for the reminder.

Pepsi Cooler has been blowing warm air and not cooling the product for a long time now! Indeed, and we shared your frustration. FIVE SERVICE CALLS later, it appears the Pepsi cooler is once again chilling the bottled soda properly. The equipment is owned and serviced by Pepsi, so we were at their mercy on this one. Thanks for the feedback, and more particularly, your patience.

What about getting some tickets to the new OdySea Aquarium? Great idea! We have reached out to the Talking Stick brand folks for assistance. Stay tuned for further developments...probably a nice Christmas present to complement our annual Zoolights giveaway!

Glad to see the Café carry Pepsi 1893 products. Tried some a little while ago and really liked it, but have been having a hard time finding it. I'm probably one of the few excited to see it! Well, we sold out our initial order! We will have a free tasting on Wednesday October 5th, and Pepsi has a wonderful ["Vegas Trip" contest going right now](#). Good luck!

Please try some different "deep fried appetizers" at the grill – seems we always have the same four....what about battered mushrooms, battered cauliflower, deep fried Twinkies or bite sized empanadas, a couple of potato skins w/cheese, onion, sour cream? Good idea! Watch for some new grill "appetizers" in the new fall menu cycle!

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions) – Quarterly Focus Group Edition

- Bought a large Peanut Butter cookie. I was excited to see, so couldn't pass up
- Asian Chopsticks entrée was delicious as usual
- Came in for the breakfast special at 9:15 this morning and was told "we're out of everything." Not happy...
- My Starbucks never seems to be filled to the rim. Paying full price for ¾ of a cup... (we talked with the staff)
- Could you please serve red beef and green pork chili in a bowl with a lid? Slops all over on way back to desk
- Suggest lentils as a side every once in a while and maybe boiled sweet potatoes, or sweet potatoes puree
- Breakfast burrito had Spam which was so over cooked it was unrecognizable (Thanks for letting us know)
- The Garlic Grilled Salmon is good stuff! (Five customers provided very positive feedback on the Salmon...BUT...)
 -wish it had a sauce of some kind (no tartar sauce again); or lemon dill; or something...
- Haven't had pitted beef in FOREVER...you have served carved brisket and other stuff...BUT WANT PITTED BEEF!
- I FINALLY won something in the Café! Thanks for having the contests – and go D'backs!
- In regards to the price adjustments, will the Starbucks' refill still be \$1.08? (Yes!)
- My fruit cup this morning tasted like jalapenos. Had to throw it out. (We gave you a coupon, talked with staff)
- Oatmeal for catered breakfast...but no bowls! (Our apologies. We took off your bill, and will take a do better slip)
- Protein bowls were delicious. Very nice choice. Please have again.
- My breakfast sandwich had mold on the bread (Very sorry that happened. We gave you a credit)
- PLEASE KEEP THE WAFFLES IN THE ROTATION – LOVE THE WAFFLES (several comments...BUT...)
 - Waffle Thursday just doesn't sound as good as Waffle Wednesday ☺
- Co-worker raved about Korean Tacos – so I had to come and try the lettuce wraps. Awesome! Kudos to the chef!
- Beef Lentil soup today was delicious!
- Banana pudding promised vanilla wafers... no wafers ☹

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 8.5 October 2016)

